

### **Complaint Procedure for Tredegar Town Council.**

Tredegar Town Council adopted the following definition of a complaint, from the guidance of One Voice Wales:

**A complaint is an expression of dissatisfaction by one or more Members of the public about the Council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Council itself or by a person or body acting on behalf of the Council.**

Resolution of the complaint will follow the following stages:

- Stage 1. The complaint will be received and considered by front line staff who will seek to resolve the complaint at that point. If that is unsuccessful:
- Stage 2. The complaint will be considered by the Clerk and he / she will seek to resolve the complaint. If that is unsuccessful or the complaint is of a serious nature:
- Stage 3. The complaint is considered by a panel of Councillors (or possibly full Council).

It is to be noted that all complaints about Members of Tredegar Town Council are to be made to the Monitoring Officer of Blaenau Gwent County Borough Council. They can not and will not be considered by Tredegar Town Council.

If the complainant is unsatisfied with the Councils final decision they may take their case to the Ombudsman.

It is expected that complaints must be received within 6 months of the alleged cause of complaint. For its part, Tredegar Town Council will acknowledge receipt of a complaint and register it. Resolution at Stage 1 will be within 2 weeks of receipt, resolution at Stage 2 will be within 4 weeks of receipt. Resolution at Stage 3 will be within 8 weeks of receipt. The Council will inform the complainant of the progress of the complaint and any decisions at each of the Stage points.

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